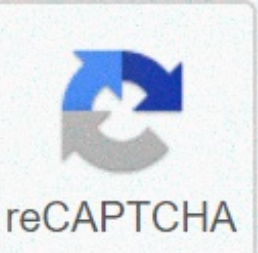




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Service Portal sign-in: An employee can sign in to myHR on xpressNet, with detailed information about the total amount of bonuses, including your personal bonus total statement and more. For help, call Xcel Energy HR Service Center at 1-800-689-7662. To sign in to UnitedHealthcare Sign in: for more information- Customer Service: 1-800-326-5506 Kindergarten: 1-866-780-9861 Xcel Energy Employee Service Portal Please log in to access your services In a supportive working environment with consistent hours. Provide excellent incentives for overtime hours, as well as bonuses to promote products and services. The hardest part of the job is following strict guidelines on speech length and availability Was this review useful? Between unrealistic standards and the worst interaction between management and employees, this work is appalling. The reason they offer so much PTO and gift cards is to try and keep you in the call center because it's so terrible. Customers yell at you every day, curse, threaten your life, etc. These are all things that happened to me in less than a year of working here. Good luck asking for help or if you make a mistake. Snarky answers on where to find an answer instead of them actually helping you or being kind. Also, Xcel does shady things with invoice estimates. Customers are screaming at you understandably if they have to pay \$500 out of nowhere because we have to make an estimate. The board is pathetic. Reprimanded you and your team constantly, although you do not have time between calls to catch up with any accounts. However, your tutorial can not return you a few days and half of them take 2 or 3 PTO days a week. Good luck if you need them for something. I wouldn't recommend this work to anyone. I had to go on anxiety medication because Work. Beware. Bad management, rude customers, shady company, idiotic politics, unrealistic standards, high stress Was this review helpful? A great company to work for. A call centre position can at times be a thankless job, but the company treats its employees well and has no concerns about cutting back. 1 out of 2 people found this review helpful? They have a super strict presence of politics and super high standards of performance and phone call times. Stressful work environment and dealing with angry customers most of the time. 1 out of 2 people found this review helpful? The board is ready to listen to you and help you. They would always do things to help an employee. They'd be fairs, they'd give food almost every day. The worst part is probably just talking to rude customers on the phone. Mostly I enjoyed it. 1 out of 2 people found this review helpful? I like working with Xcel Energy. If I didn't have to relocate, I would never decide to quit this job. It's fun, complicated and fast-paced, with so much potential for promotion. 1 out of 2 people found this review helpful? Competitive working environmentMy time XCEL was a time well spent. I enjoyed every day and was surrounded by great co-workers. Not only was it a positive environment to work in, but people would help at any moment and were willing to teach myself and my colleagues at every stage. Not only was my manager the best boss I've ever had, but his bosses had tremendous help and I'm eternally grateful. Free lunches, bonuses, promotions Was this review helpful? It's a lot of work and stress serving customers all day long, but have a team with others and having individual goals with team goals make you feel like you have help and people understand what's going on.Team work, managers appreciate youWas this review useful? A typical day for Xcel Energy consists of sitting on a cubic meter and answering phone calls to the end of your shift. Leadership is really supportive, always there when you need help. 1 out of 2 people found this review helpful? A lot to learn-to-be ready!!!! On a typical day, you will come and log on to your phone because that's what's used for your watch. As soon as you sign in to your phone, you sign in to your computer and get all the screens that are set up when you take your first customer call. emails, schedule (to see when to take breaks, lunch or something else that may be planned during the day), opens two company software used to access customers' accounts or create a new account, opens a post on this note screen to take notes while talking to customers, opens companies with huge informative use to answer customers' questions known as CCQR, provides updates to the different status instructions needed to monitor customers' situation. As I said, there is much to learnIf a company has parties or employee recognitionWhen nine months are up, schedule based on retention, customer surveys dictate what your new schedule will be Is this review useful? The work was consistent. I enjoyed helping clients. Time passed quickly. I was enjoying my co-workers, they were always willing to question their hands or help. 1 out of 2 people found this review helpful? I really enjoyed working with Kahop. I moved to Chicago, which is the only reason I don't work for them anymore. If I ever return to Minnesota I will be reunited with them. 1 out of 2 people found this review helpful? High pressure but independent workplaceCredit and collections of utilities are very difficult and demanding collectors. The need to gather balance and empathy is needed for customer collision every day. Promotion seems only possible for those with college degrees although posting does not require it. It is said that the staff are very supportive and family like. Also, if you are able to have college benefits for certain courses. 1 out of 2 people found this review helpful? Useful?

